IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	David B. Kay et al.	Examiner: Clement Graham
Serial No.:	09/911,839	Group Art Unit: 3692
Filed:	July 23, 2001	Docket: 1546.007US1
Title:	SYSTEM AND METHOD FOR MEASURING THE QUALITY OF	
	INFORMATION RETRIEVAL	

EXAMINER INTERVIEW SUMMARY

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Applicant's counsel, Suneel Arora, thanks Examiner Clement Graham for extending the courtesy of telephonic interviews on September 7, 2007 and September 17, 2007. During these interviews, Applicant's counsel authorized and Examiner Graham agreed to enter the below amendments by Examiner's amendment. Examiner Graham agreed that such amendments would result in allowance of all the pending claims 1-16.

1.   (Examiner's Amendment) A computer-assisted method for detecting content holes, comprising:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

determining a percentage of successful service interactions as a function of concept nodes; and

if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole and presenting an indication of the flagged content hole to a user or a computerized process.

2.   (Examiner's Amendment) A computer-readable medium having instructions that, when executed in a computer, detects content holes by:

accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the

EXAMINER INTERVIEW SUMMARY
Serial Number: 09/911,839
Filing Date: July 23, 2001
Title: SYSTEM AND METHOD FOR MEASURING THE QUALITY OF INFORMATION RETRIEVAL

Page 2
Dkt: 1546.007US1

content body includes a first concept node;

determining a percentage of successful service interactions as a function of concept nodes; and

if the percentage of successful service interactions related to the first concept node is below a predefined threshold, flagging a content hole <u>and presenting an indication of the flagged content hole to a user or a computerized process</u>.

6.   (Examiner's Amendment) A computer-assisted method for detecting content holes, comprising:

(a) accessing a content body organized into a plurality of concept nodes to which content is selectively pre-tagged before receiving a user query as part of a service interaction, wherein the content body includes a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of concept nodes;

(c) determining a percentage of queries as a function of concept nodes;

(d) determining a percentage of documents as a function of concept nodes;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole score is below a predefined threshold <u>and presenting an indication of the flagged content hole to a user or a computerized process</u>.

7.   (Examiner's Amendment) A computer-assisted method of charging for services, comprising:

determining a ~~number~~ <u>percentage</u> of successful service interactions in an information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in the information retrieval system over the period of time.

EXAMINER INTERVIEW SUMMARY
Serial Number: 09/911,839
Filing Date: July 23, 2001
Title: SYSTEM AND METHOD FOR MEASURING THE QUALITY OF INFORMATION RETRIEVAL

Page 3
Dkt: 1546.007US1

Conclusion

Applicant respectfully submits that the claims are in condition for allowance and notification to that effect is earnestly requested. The Examiner is invited to telephone Applicant's attorney, Suneel Arora, at (612) 373-6951 to facilitate prosecution of this application.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

Respectfully submitted,

SCHWEGMAN, LUNDBERG & WOESSNER, P.A.
P.O. Box 2938
Minneapolis, MN 55402
(612) 373-6951

Date _September 26, 2007_ By _____

Suneel Arora
Reg. No. 42,267